



TakingITGlobal
INSPIRE INFORM INVOLVE



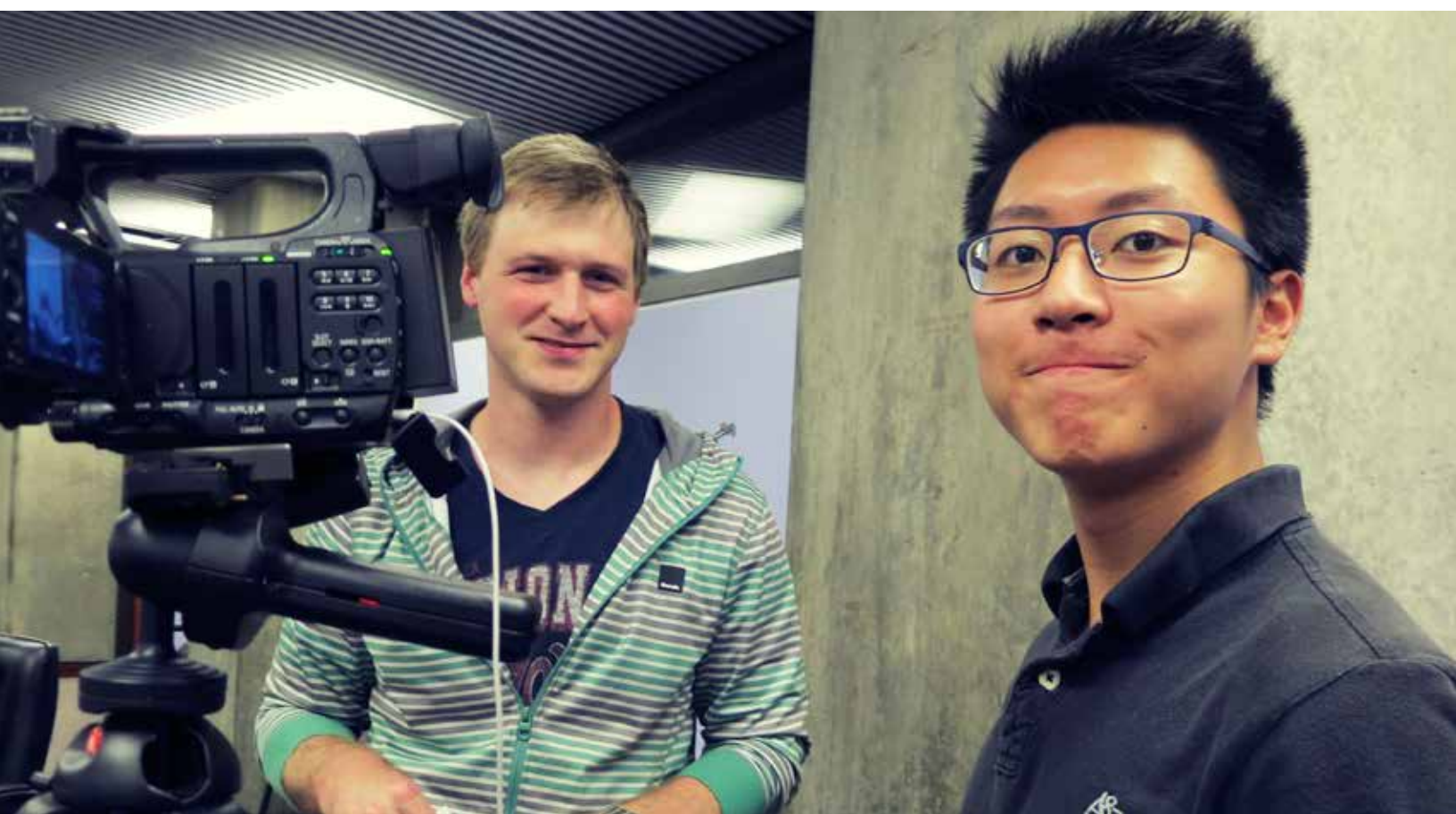
TAKINGITGLOBAL
VOLUNTEER
Handbook



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Welcome!

Thank you for generously offering your time as a volunteer with TakingITGlobal!

Your involvement is vital to helping us work towards our ambitious mission and vision as we leverage digital technologies to create relevant, authentic programs engaging young people to become active citizens.

This handbook provides you with important information about volunteering with TakingITGlobal, and we look forward to working with you to make your volunteering experience a valuable one.

Our Mission & Vision

Mission

To empower young people to understand and act on the world's greatest challenges.

Vision

Young people actively engaged and connected in shaping a more peaceful, inclusive, and sustainable world.



Who we serve

To truly empower young people to become agents of positive change in their local and global communities, we recognize that everyone has a role to play.

This means creating opportunities for youth to get involved and grow regardless of where they are in the world. With over 500,000 members, our community brings together like-minded youth to take part in programmes that span across the world. From micro-mentorship helping young entrepreneurs get their ideas off the ground, to nation-wide art competitions, to online petitions, we open doors for young people to get involved.

We are avid supporters of bringing technology and world issues to the classroom, and support thousands of educators around the world through our TakingITGlobal for Educators (TIGed) programming. With over 25,000 educators engaged with TIGed from over 5,000 schools in more than 145 countries, we connect hundreds of thousands of students worldwide.



Volunteer Program Philosophy

Volunteers are active partners in fulfilling our mission, and their contributions are diverse and essential to our success. Volunteers enhance our programs by providing a wide variety of skills, ideas, and experiences and acting as ambassadors to their communities. Since our founding in 1999, more than 1,000 volunteers have enhanced our programs through their contributions to our work.



Volunteer Rights & Responsibilities

What You Can Expect From TakingITGlobal

Volunteers are a valuable resource to TakingITGlobal, our staff, and our members. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as co-workers, the right to appropriate training, the right to effective supervision, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the vision, mission, policies, and procedures of TakingITGlobal.

Remuneration

Volunteers may be eligible for reimbursement of reasonable expenses incurred while volunteering for TakingITGlobal. All expenses must have prior approval from the volunteer's direct supervisor and/or the person at TakingITGlobal responsible for Human Resources.

Supervision

Volunteers will have a clearly identified staff contact or supervisor to support and direct them. Insurance Liability and accident insurance is provided for all volunteers engaged in TakingITGlobal activities except for professional services provided by qualified professionals. Any volunteer who provides professional services must be fully qualified to provide the service and carry their own insurance covering their

professional services. Board members are covered by TakingITGlobal's Directors and Officers Insurance. Insurance coverage is only valid if the person follows TakingITGlobal policies and guidelines and maintains due diligence.

Workstation

If the volunteer is working in a TakingITGlobal office, an appropriate workstation shall be established during the enrollment of any volunteer. This workstation shall contain necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform his/her duties.

Training and Orientation

Volunteers will receive a general orientation along with role-specific training to provide them with the information and skills necessary for their volunteer assignment. Training will be appropriate to the complexity of the position. Experienced volunteers can work with staff to play an active role in the design and delivery of training new volunteers.

Communication

Volunteers are encouraged to communicate problems, needs, information, and recommendations for improvement at any time. Volunteers can communicate this information to their direct supervisor or staff contact or the staff member responsible for Human Resources. Every effort should be made to resolve problems cooperatively and find the information the volunteer is seeking.





Volunteer Code of Conduct

Volunteers have a fundamental role in the operation of TakingITGlobal. The hard work and dedication of volunteers has helped make TakingITGlobal one of the most respected and credible youth development charities worldwide. In return, volunteers receive rewards such as personal development, recognition, connection to community, as well as the satisfaction of helping others.

As volunteers with TakingITGlobal, individuals are expected to conduct themselves in a manner that will promote the mission and goals of TakingITGlobal. As a volunteer, you commit to the following responsibilities:

- 1 Abide by the Mission Statement and, through my personal initiative, learn, respect, communicate and adhere to the policies and values established for TakingITGlobal.
- 2 Keep the interests of TakingITGlobal in mind at all times and consistently display the highest standards of honesty and personal integrity in performing my volunteer role. I will be conscious of my role as a representative of TakingITGlobal and will project a favourable image of TakingITGlobal.
- 3 Be a faithful steward of and fully account for funds and property entrusted to me. I will declare all conflicts of interest. I will perform my duties to the best of my ability and follow through on all commitments.

- 4 Treat everyone fairly regardless of race, ancestry, and place of origin, color, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, disability, religion, political belief or economic status.
- 5 Work with others in a cooperative and respectful manner and refrain from the use of profane, insulting, harassing or otherwise offensive language in the conduct of my duties. I have a responsibility to provide fair, positive, and constructive feedback to my fellow volunteers.
- 6 Respect the privacy of individuals and not divulge personal information without an individual's express permission.
- 7 Recognize the limits of authority within my volunteer role and accept guidance and direction from those to whom I am accountable.
- 8 Support TakingITGlobal publicly and refrain from public criticism of TakingITGlobal, fellow volunteers, staff members, and officials.
- 9 Speak and act in a professional manner, one that supports the work of both my successor and TakingITGlobal.
- 10 Refrain from engaging in any criminal activity while performing my role as a volunteer with TakingITGlobal, including, but not limited to refraining from abusing alcohol and from being under the influence of, using, possessing, selling or otherwise being involved with illegal drugs while acting as a representative of TakingITGlobal.





Volunteer Program Guidelines

Working with Volunteers

Achieving TakingITGlobal's mission is best served by the active participation of our community and stakeholders. To this end, TakingITGlobal encourages the involvement of volunteers at all levels in the organization and within all appropriate programs and activities. Staff are encouraged to assist in the development of meaningful and productive roles in which volunteers might serve.

Definition of “Volunteer”

A volunteer is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of TakingITGlobal. A volunteer must be officially accepted and enrolled by TakingITGlobal prior to performance of any volunteer tasks. While we value the contributions of all volunteers and consider them as members of our team, volunteers are not legally considered employees of TakingITGlobal.

Acceptance of Minors

Volunteers who have not reached the age of majority must have written consent of a parent or legal guardian prior to volunteering. Any volunteer duties assigned to a minor will comply with all appropriate requirements of child labour laws.

Professional Services

Volunteers shall not perform professional services for which certification or a license is required unless currently certified or licensed and independently insured to do so.

Screening

Volunteers will undergo screening measures appropriate to the position they have applied for according to TakingITGlobal policies and guidelines. These measures may include, but are not limited to, criminal record checks and reference checks.

Acceptance

Volunteer acceptance will be based solely on suitability to perform the required job. No volunteer shall begin any assignment until they have been accepted for that position and have completed all necessary screening and paperwork.

Absence

While Volunteers have discretion when setting their agreed-upon schedule and hours of commitment, volunteers are expected to be reliable in the performance of their duties. It is the volunteer's responsibility to notify their direct TakingITGlobal staff contact or supervisor and/or staff member responsible for Human Resources if unable to fulfill their commitment.

Confidentiality

As outlined in more detail in the Volunteer Agreement signed by each Volunteer, Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed. Failure to maintain confidentiality may result in termination of the volunteer's relationship or other corrective action.

Volunteer Hours

Volunteers are responsible for recording time worked and to submit this information to their TakingITGlobal staff contact.

Representation of TakingITGlobal

Volunteers are authorized to act as representatives of the TakingITGlobal as indicated in their job descriptions and only to the extent of such written specifications. Before you take any action or make promises or statements, which might affect or obligate TakingITGlobal, volunteers must talk to the TakingITGlobal staff member who is their supervisor.

Workplace Relationships Policy

TakingITGlobal believes in a working environment that is supportive of the dignity and the worth of every individual. TakingITGlobal recognizes that all employees and volunteers are entitled to a workplace environment free of harassment and discrimination. Every reasonable measure will be taken to prevent abusive behaviors. Further detail is provided below in our Anti-Harassment Policy.

Dismissal of a Volunteer

Volunteers who do not adhere to the policies and procedures of TakingITGlobal, or who fail to perform their volunteer assignment satisfactorily, may be subject to dismissal. Possible grounds for dismissal may include, but are not limited to:

- Gross misconduct or insubordination
- Being under the influence of drugs or alcohol
- Theft of property or misuse of TakingITGlobal equipment and materials
- Abuse or mistreatment of clients, co-workers or other volunteers
- Failure to abide by TakingITGlobal policies and procedures
- Failure to meet the physical or mental standards of performance
- Failure to satisfactorily perform assigned duties

Resignation

A volunteer may, at any time, resign from their volunteer position. The Volunteer's supervisor and/or the staff member responsible for Human Resources should be notified immediately.





Anti-Harassment Policy

TakingITGlobal is committed to fostering a harassment-free workplace where all employees are treated with respect and dignity.

Application

This policy applies to all current employees of TakingITGlobal, including full and part-time, casual, contract, permanent and temporary employees. This policy also applies to job applicants and volunteers. This policy applies to all behaviour that is in some way connected to work, including during off-site meetings, training and on business trips.

Definitions

HARASSMENT is:

- offending or humiliating someone physically or verbally;
- threatening or intimidating someone; or
- making unwelcome jokes or comments about someone's race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or pardoned conviction.

SEXUAL HARASSMENT is:

- offensive or humiliating behaviour that is related to a person's sex;
- behaviour of a sexual nature that creates an intimidating, unwelcome, hostile or offensive work environment; or
- behaviour of a sexual nature that could reasonably be thought to put sexual conditions on a person's job or employment opportunities.

Responsibilities and Expectations

TakingITGlobal is responsible for:

- providing all employees a harassment-free workplace.

TakingITGlobal's Executive Director is responsible for:

- ensuring that this policy is applied in a timely, consistent and confidential manner;
- determining whether or not allegations of harassment are substantiated; and
- determining what corrective action is appropriate where a harassment complaint has been substantiated.

TakingITGlobal's Director of Operations is responsible for:

- the administration of this policy;
- reviewing this policy annually, or as required; and
- making necessary adjustments to ensure that this policy meets the needs of the organization.

Supervisors are responsible for:

- fostering a harassment-free work environment and setting an example about appropriate workplace behaviour;
- communicating the process for investigating and resolving harassment complaints made by employees;
- dealing with harassment situations immediately upon becoming aware of them, whether or not a harassment complaint has been made;
- taking appropriate action during a harassment investigation, including separating the parties to the harassment complaint, when appropriate; and
- ensuring harassment situations are dealt with in a sensitive and confidential manner.

Employees are responsible for:

- treating others with respect in the workplace;
- reporting harassment to TakingITGlobal's Executive Director;
- cooperating with a harassment investigation and respecting the confidentiality related to the investigation process;

Employees can expect:

- to be treated with respect in the workplace;
- that reported harassment will be dealt with in a timely, confidential and effective manner;
- to have their rights to a fair process and to confidentiality respected during a harassment investigation; and
- to be protected against retaliation for reporting harassment or cooperating with a harassment investigation.

Procedures for Addressing a Harassment Complaint

FILING A COMPLAINT

An employee may file a harassment complaint by contacting TakingITGlobal's Director of Operations. The complaint may be verbal or in writing. If the complaint is made verbally, TakingITGlobal's Director of Operations will record the details provided by the employee.

If the complaint is brought forward against TakingITGlobal's Director of Operations, the employee must contact TakingITGlobal's Executive Director directly to begin the filing process. If the complaint is brought forward against TakingITGlobal's Executive Director, the employee must contact the Chairman of the TakingITGlobal Board of Directors directly to begin the filing process.

The employee should be prepared to provide details such as what happened; when it happened; where it happened; how often and who else was present (if applicable).

Complaints should be made as soon as possible but no later than within one year of the last incident of perceived harassment, unless there are circumstances that prevented the employee from doing so.

TakingITGlobal's Executive Director will tell the person that the harassment complaint has been made against, in writing, that a harassment complaint has been filed. The letter will also provide details of the allegations that have been made against him or her.

Every effort will be made to resolve harassment complaints within 14 days. TakingITGlobal's Executive Director will advise both parties of the reasons why, if this is not possible.

If either party to a harassment complaint believes that the complaint is not being handled in accordance with this policy, he or she should contact TakingITGlobal's Executive Director.

MEDIATION

Wherever appropriate and possible, the parties to the harassment complaint will be offered mediation prior to proceeding with a harassment investigation.

Mediation is voluntary and confidential. It is intended to assist the parties to arrive at a mutually acceptable resolution to the harassment complaint.

The mediator will be a neutral person, agreed upon by both parties. The mediator will not be involved in investigating the complaint.

Each party to the complaint has the right to be accompanied and assisted during mediation sessions by a person of their choosing.

INVESTIGATION

If mediation is inappropriate or does not resolve the issue, a harassment investigation will be conducted. All investigations will be handled by an individual who has the necessary training and experience. In some cases, an external consultant may be engaged for this purpose.

The investigator will interview the person who made the complaint, the person the complaint was made against and any witnesses that have been identified. All people who are interviewed will have the right to review their statement, as recorded by the investigator, to ensure its accuracy.

The investigator will prepare a report that will include:

- a description of the allegations;
- the response of the person the complaint was made against;
- a summary of information learned from witnesses (if applicable); and
- a decision about whether, on a balance of probabilities, harassment did occur.

This report will be submitted to **TakingITGlobal's Executive Director**. Both parties to the complaint will be given a copy.

SUBSTANTIATED COMPLAINT

If a harassment complaint is substantiated, **TakingITGlobal's Executive Director** will decide what action is appropriate.

Remedies for the employee who was harassed may include: an oral or written apology; compensation for lost wages; compensation for any lost employment benefits such as sick leave; and compensation for hurt feelings.

Corrective action for the employee found to have engaged in harassment may include: a reprimand; a suspension; a transfer; a demotion; and/or dismissal.

Both parties to the complaint will be advised, in writing, of the decision.

OTHER REDRESS

An employee who is not satisfied with the outcome of the harassment complaint process may file a discrimination complaint with the Canadian Human Rights Commission

<http://www.chrc-ccdpc.ca/discrimination/default-eng.aspx>

PRIVACY AND CONFIDENTIALITY

All parties to a harassment complaint are expected to respect the privacy and confidentiality of all other parties involved and to limit the discussion of a harassment complaint to those that need to know.

TakingITGlobal and all individuals involved in the harassment complaint process, will comply with all requirements of the **Canadian Human Rights Commission** to protect personal information.

REVIEW

TakingITGlobal will review this policy and procedures on an annual basis, or as required, and will make necessary adjustments to ensure that it meets the needs of all employees.

ENQUIRIES

Enquiries about this policy and related procedures can be made to **TakingITGlobal's Director of Operations**.



Acknowledgements

TakingITGlobal would like to thank Volunteer Toronto who provided valuable examples of Volunteer Guides and Handbooks, and the MS Society of Canada, BC, and Yukon, who developed the guide that most resonated with us and which served as the basis for the content and sections we used for this guide.